

**Service: Operating Environment Provisioning –
Advanced Windows Environment (AWE)**

Service Line: Operating Environment Provisioning

Status: Available, in production

General Description: GTA provides a technical operating environment (TOE) for hosting Microsoft Windows-based applications in the Advanced Windows Environment (AWE) at the GTA North Atlanta Data Center (NADC). This environment provides or has access to the following:

- Located in a “Tier 4” state-of-the-art data center
- Located in the ICE (Integrated Computing Environment), which is an integrated SDLC (system/software development/deployment life cycle) environment (for development, test and production).
- Secure hosting environment compliant with state information security policies
- Full support for infrastructure hardware and software
- Highly available network and infrastructure (hardware and software)
- Secure data connections to the Internet
- Tape backups of infrastructure components
- 24 X 7 X 365 active monitoring of the infrastructure environment
- Trained support staff

Service Levels:

These service levels are only available for GTA-architected solutions hosted at the NADC on GTA owned, provided and managed infrastructure hardware and software.

For implementations where clients have access to the infrastructure hardware and/or software (i.e. SYSADMIN), service levels will be limited to a “power and ping.”

Base Service Levels:

	Clients <u>without</u> SYSADMIN access	Clients <u>with</u> SYSADMIN access
Availability		
• Wide area MPLS/Frame network	99.5%	99.5%
• Power	99.999%	99.999%
• Hardware	99.9%	N/A
• Infrastructure software ¹	99.9%	N/A
• Client's application software ²	N/A	N/A
Performance ³	N/A	N/A

	Clients <u>without</u> SYSADMIN access	Clients <u>with</u> SYSADMIN access
24 X 7 X 365 active monitoring <ul style="list-style-type: none"> Wide area MPLS/Frame network Power Hardware Infrastructure software Client's application software ⁴ 	Ongoing Ongoing Ongoing Ongoing N/A	Ongoing Ongoing N/A N/A N/A
Incident Management <ul style="list-style-type: none"> Incidents reported to the Command Center ⁵ Incidents not reported to the Command Center 	Yes N/A	Yes N/A
Disaster Recovery ⁶	N/A	N/A
Capacity Planning ⁷	N/A	N/A
Backups <ul style="list-style-type: none"> Infrastructure software Client's application Client's data ⁶ 	As needed As needed N/A	As needed As needed N/A
Reporting <ul style="list-style-type: none"> Availability Performance Capacity Incident management ⁸ Batch workload 	Monthly Monthly Monthly Monthly Monthly	N/A N/A N/A Monthly N/A
Service Request <ul style="list-style-type: none"> Simple and low risk Simple and high risk ⁹ Complex ¹⁰ 	24 hours 1 week Negotiated	24 hours 1 week Negotiated
Printing ⁶	N/A	N/A
Batch workload <ul style="list-style-type: none"> On-time batch workload processing based on negotiated targets and workload 	99.5%	99.5%

(See next page for footnotes.)

Footnotes:

1. Requires the cooperation of the client for such items as timely testing and application modification (if needed) to support new releases or patch levels of infrastructure software. GTA target is to install new releases of infrastructure software within 1 year of its general availability date and to maintain the infrastructure patch level within 6 months of current availability.
2. GTA does not control the client's application software.
3. GTA does not control all components that impact an application's performance, such as the application code, the Internet, the client's internal network, the client's desktops and the arrival of work. GTA will consult with the client as needed.
4. Requires the cooperation of the client to enable monitoring agents within the application.
5. See chart:

Severity Level	Command Center Event Manager	Support Team Manager	Director of Operations	Senior Operations Officer	Office of the CIO
1	> 30 Minutes	> 1 Hour	> 2 Hours	> 4 Hours	> 8 Hours
2	> 1 Hour	> 3 Hour	> 3 Hours	> 6 Hours	> 12 Hours
3	> 4 Hours	> 1 Business Day	> 2 Business Days	> 3 Business Days	> 5 Business Days
4	> 1 Business Day	> 2 Business Day	> 5 Business Days	> 10 Business Days	> 25 Business Days

Severity Level	Acknowledgement Time Frame	Resolution Milestone	Criteria	Resolution Update Timing	Solution Guidelines
1	30 Minutes to respond to Customer with reference ticket number	8 Hours	An outage of operating environment or critical loss of system functionality for end- users which constitutes total work stoppage	Every two hours until resolution or status change	Continuous till resolution
2	1 Hour to respond to Customer with reference ticket number	12 Business Hours	A severe impact to system functionality causing critical degradation of function performance to the end-user; Short term work around available (1 Business Day)	Every four hours until resolution or status change	Continuous within one business day
3	1 Business day to respond to Customer with reference ticket number	5 Business Days	Limited immediate end-user impact. Trivial system functionality down that will cause work stoppage in foreseeable future or low impact. Long term work around available (10 Business days)	Every two business days until resolution or status change	As scheduled within milestone goal
4	1 Business day to respond to Customer with reference ticket number	25 Business Days	No direct user impact - Nuisance problem based in system documentation, design, or enhancement issue	Every ten business days or status change	As scheduled within milestone goal

6. Optional service/component.
7. GTA does not control the application or the arrival of the workload. GTA will consult with the client as needed.
8. Only includes incidences reported to the Command Center.
9. Next maintenance window.
10. An acceptable timeframe must be negotiated between GTA and client.

Modifications to Service Levels:

Any additions, deletions or modifications to the base service levels require the agreement of both GTA and the client and will be documented in an addendum to the Service Agreement.

Availability: See Service Levels

Limitations:

Provisioning and support of the technical operating environment are contingent on the following general assumptions. Customer specific limitations may also be identified in the Statement of Work provided with the service schedule. Changes in any of these assumptions may result in changes to cost, schedule, supportability and quality.

- In order to provide the highest possible system availability and data protection to all customers, GTA implements a strict set of controls based on industry standards. Accordingly, all parties will adhere to GTA's change management, release management and production acceptance processes. Detailed information about these processes can be provided by your GTA account manager.
- In order to provide the highest system stability and uptime, applications must be deployed with a suitable test environment and possibly a development environment.
- All parties will adhere to the current GTA Security Guidelines available on the GTA Web site (<http://www.gta.georgia.gov>).
- All changes to scope, schedule or cost will be processed using the change management process.
- In order to leverage economies of scale and minimize security breaches and compatibility issues, the standard offering in AWE adheres to a finite selection of products and configurations. See "Service Components or Product Features Included in Base Price" below for additional detail.
- GTA will provide, own and manage all infrastructure hardware and software.
- The infrastructure hardware and software will be maintained at current, supported levels as defined by the manufacturer. This includes such items as release, patch and firmware levels.

Prerequisites: Signed GTA Service Agreement

Pricing / Charges:

- Fixed monthly cost based on each application configuration.
- Database licenses (Oracle or Microsoft SQL Server) are priced and billed separately.

Service Components or Product Features Included in Base Price:

GTA provides the following in its base offering:

- State-of-the-art data center, with UPS redundant power sources and redundant generators
- Server hardware
- Server infrastructure software and services
- Data storage and SAN (Storage Area Network) hardware and services
- Tiered network infrastructure
- WAN connectivity via the GTA-BellSouth MPLS network
- Configuration, change and support management based on ITIL (IT Infrastructure Library) standards
 - Problem and incident management
 - Infrastructure capacity and performance management
 - Infrastructure hardware and software maintenance
 - Infrastructure security compliance
 - Monitoring: 24 X 7 X 365 active monitoring of the network and infrastructure hardware and software
 - Infrastructure configuration management

Options Available for an Additional Charge:

GTA can provide additional services beyond the standard package, including the following:

- Data archiving
- Hot-site disaster recovery
- Application monitoring, if the application permits
- Connectivity to Georgia.gov portal
- Connectivity to the GTA IBM mainframes
- Connectivity to the GTA Unisys mainframes
- IPSec VPN
- SSL VPN
- Assistance with stress and functional testing

Pricing for these services will be quoted in the Service Schedule.

Service Components or Product Features Not Included:

N/A

What GTA Provides: See Service Components or Product Features Included in Base Price

What the Customer Provides:

The application and all application level software, application support (which includes developing, maintaining and operating the application), jobs and the application data and logs.

Additionally, the customer will be responsible for:

- Adhering to the service limitation and processes as defined in the "Limitations" section
- Obtaining the necessary business case approvals
- Providing customer escalation and notifications paths and contact information for communicating about incidents associated with the application
- Using appropriate tools and processes, as defined by GTA, to submit service requests
- Providing application capacity planning requirements (trends, new products, etc.) every quarter
- Performing any application vulnerability assessments and ensuring that customer employees and contractors comply with all security standards as outlined in the current GTA Security Guidelines available on the GTA web site (<http://www.gta.georgia.gov>)
- Ensuring that customer workstations meet the minimum recommended hardware and software prerequisites to install and run the customer applications
- Providing backup and recovery requirements as well as the retention schedules for all non-database application files, and ensuring that any database backup routines or database exports are executed and completed prior to the scheduled nightly system backup
- Resolving compatibility issues introduced by using unsupported hardware and software

Joint responsibilities (GTA and Customer):

The customer and GTA will work together to:

- Participate on a monthly basis, or as required, to discuss operational issues.
- Escalate any disputes about this agreement to the next level of management if a resolution at the lower level cannot be achieved.
- Developing, reviewing and approving all communications and changes related to the customer's operating environment.

Service Support:

Contact the GTA Command Center at 404-656-7378 or CommandCenter@gta.ga.gov.

Service Issue Escalation:

Contact the GTA Command Center at 404-656-7378 or CommandCenter@gta.ga.gov.

Benefits / Advantages:

GTA has the resources and experience to deliver a highly available, robust, secure and expandable hosting environment. Behind the scenes, a trained staff of Microsoft Windows administrators, system engineers, database administrators, network engineers and security technicians are on hand to monitor the systems and make sure applications deliver for agency customers.

Additionally, someone is always available to discuss your application needs or answer any questions you may have.

How to Start this Service:

Contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gta.ga.gov or 404-651-6964 to be directed to your GTA Account Manager.

Related Services and Products:

- Backup Services
- Contact Center Services
- Data Storage
- Tape Storage Services
- Laser Print Services

Other Information: N/A

Terms and Definitions:

Availability - availability is based on a 24 X 7 X 365 time period, not the client/application business hours.

Availability	Annual Downtime
90%	876 hours
99%	87 hours, 36 minutes
99.9%	8 hours, 45.5 minutes
99.99%	52 minutes, 33 seconds
99.999%	5 minutes, 15 seconds

GTA Command Center – GTA group that monitors resources and services for all computer and network systems operated by GTA.

SDLC – Software/System Development/Deployment Life Cycle. This is a best-practice development, test and production environment and methodology for managing application and infrastructure components in a high availability environment.

UPS – Uninterruptible Power Supply